

# TRICARE NORTHWEST

## Newsletter

September 1998  
Volume 1, Issue 1

### Inside this Issue

- 1 TRICARE Region 11 Conference
- 1 TRICARE Senior Prime
- 2 Health Information Data Display (HIDD) Update
- 2 TRICARE Senior Prime Ribbon Cutting Ceremony
- 2 Upcoming CME Conferences
- 3 The Health Care Information Line (HCIL)
- 3 Mental Health Consortium
- 3 Calendar of Events for August and September
- 4 TRICARE Northwest Staff Directory

TRICARE Northwest  
Madigan Army Medical Center  
Attn: MCHJ – NWLA  
Tacoma, WA 98431

### Regional Conference 24-26 August 98

The TRICARE Northwest Region 11 conference was held at the Holiday Inn Select, Olympia, Washington, 24-26 August. Two tracks were offered. The first focused on information systems/financial management, and the second discussed health care operations. You can access conference presentation slides on the TRICARE Northwest Web Site. The web site address is: [tricarenw.mamc.amedd.army.mil](http://tricarenw.mamc.amedd.army.mil). ★



Authorized as part of the Balanced Budget Act of 1997, the TRICARE Senior Prime Demonstration will test the military's ability to operate as a Medicare Health Maintenance Organization (HMO).

In preparing for the demonstration, Madigan, in partnership with the TRICARE Northwest Office of the Lead Agent and Foundation Health Federal Services, was certified by the Health Care Financing Administration in July as the

military's first-ever Medicare HMO.

Madigan will initially enroll 3,300 Medicare-eligible military health care beneficiaries to test the program. As vacancies become available, new enrollees will be selected from a waiting list. Additionally, Madigan's TRICARE Prime enrollees will be afforded the opportunity to "age in" to the TRICARE Senior Prime Demonstration when they become eligible for Medicare at age 65. The initial 3,300 TRICARE Senior Prime capacity will expand as new enrollees age in to the program.

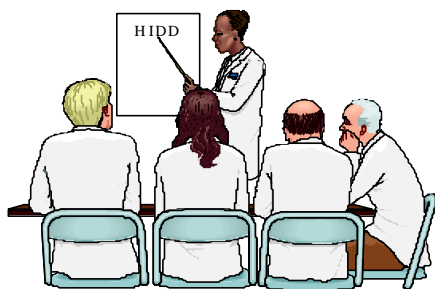
Under the TRICARE Senior Prime demonstration, enrollees will be eligible for both TRICARE and Medicare benefits, most of which will be obtained directly through Madigan. If civilian care is required, the patient's primary care manager will refer the care to a civilian provider in the TRICARE network. ★

We have designed this newsletter to augment the many ways we use to communicate the activities and issues of the TRICARE Northwest region. You may also visit the TRICARE Northwest Web Site for general information and updates regarding regional and worldwide TRICARE activities.

Please let us know if this newsletter is helpful to you, and if not, where we might improve. If you have an item that you would like to share with the rest of the region through the newsletter, please contact Mr. Chris Hober at DSN 782-2757 or Lt. Kristin McKibbin at DSN 782-3420.

CAPT Kris Minnick, NC, USN  
Director, Office of the Lead Agent  
TRICARE Northwest

## **The HIDD is HERE!!**



**ATTN: Population Health Managers!!!** (AKA: Health Promotion Managers)

The NEW HIDD is ready for deployment!!!

As you all know we have the inventor of the HIDD right here in Region 11! Dan Wolniakowski from Naval Hospital, Oak Harbor invented a software application to make the HEAR data more useful for population health management and Provider/Administrator decision-making. It is a state of the art point and click software that uses an access database to build information displays.

The Regional Education and Prevention Partnership (REAPP) Committee assisted Dan in building the internal metrics for the information displays. The displays will show the high risk populations to target for education and case management in the following categories: Readiness, Prevention, Demand Management, and Disease Management. The Air Force Office for Prevention and Health Service Assessment (OPHSA) now holds the copyright for the product. They

paid for a nationally recognized company to "fine tune" it and will oversee the training in all other Regions and future trouble shooting of the software.

The Office of the Northwest Lead Agent will host the Region 11 HIDD Training for your Population Health Managers and their key staff.



## **Ceremony Scheduled for 1 September 98**

On 1 September at 10 a.m., Madigan Army Medical Center will hold a ribbon-cutting ceremony on the ground floor of the hospital medical mall to mark the start of the TRICARE Senior Prime Demonstration. Senior



officials from both the TRICARE Management Activity and the Health Care Financing Administration will participate in the ceremony, part of which will include the presentation of a TRICARE Senior Prime card to the first TRICARE Senior Prime enrollee. ★

## **Upcoming CME Conferences**

**Faculty Development Course**  
**October 8-9** American Lake Club (Lakeside Room) Fort Lewis

**Issues in Primary Pediatrics**  
**January 22-23** Tacoma Sheraton Hotel

**Interdisciplinary Team**  
**Management of Diabetes and**  
**Evaluation and Treatment of the**  
**High Risk Diabetic Foot March**  
**11-12** Tacoma Sheraton Hotel

**Garv P. Wratten Surgical**  
**Symposium May 5-8** Fort Lewis Golf Course  
**Contact Nancy Popejoy (253) 968-1899 or Eiko Harding (253) 968-1499 for more information on these CME opportunities or to register.**

**Mind Body Seminar**  
**Disconnect from Your Cravings:**  
**Food, Alcohol, nicotine, Drugs**  
**Power over Moods & Emotions:**  
**Depression, Anger, Worry**  
**September 9 - 8 a.m.** Ross Auditorium, Naval Hospital Bremerton  
**1 p.m.** - Sub Base Bangor CMO, Latitudes Room. Sessions are free  
**Register before Aug. 27 at 475-4690 or 476-2594 Or E-mail: healthy@brm10.med.navy.mil"**

**EMT Refresher Course** (limit: 18 per course) **September 14-18;**  
**November 16-20** 92<sup>nd</sup> Medical Group HRD Classroom, Fairchild AFB, WA

**Basic Life Support Instructor Course**  
**Oct 21-22** 92<sup>nd</sup> Medical Group HRD Classroom Fairchild AFB, WA (must have American Red Cross, American Heart Assn., or Military Training Network BLS provider card to attend course)

**To enroll, contact 92<sup>nd</sup> Medical Group Education and Training Department (509) 247-5374 or DSN 657-5374 at least two weeks prior to the event.**

## HCIL Helps Educate Benes



Foundation Health Federal Services, (FHFS), Region 11's managed care support contractor, recently presented a status report to the Lead Agent staff regarding Health Care Information Line (HCIL) usage and outcomes. In reviewing the data, one can clearly see the ways that the HCIL helps contribute

to two of the goals established for TRICARE - improving quality and reducing cost, and probably supports another goal - increasing access to care. The HCIL improves the quality of health care knowledge, making military beneficiaries better health care consumers. Not only is there a large audio cassette library available, where beneficiaries can listen to health topics of interest, but also advice nurses available 24 hours a day. Beneficiaries often call the advice nurse regarding symptoms or injuries that they or a family member encounter. During the first six months of 1998, the advice nurse averaged 3,300 of these types of calls each month.

832 beneficiaries called the advice nurse during June for guidance on administering self or home care. However, 41% (341) of them were advised to seek a higher level of care. Of those 341 beneficiaries, 72 were advised to seek emergency care.

The figures are just as telling for those who called intending to seek physician advice. Of the 932 calls in that category, 107 were encouraged to go to an emergency room (ER).

Conversely, a call to the advice nurse often results in beneficiaries being advised to seek appropriate care that is less costly than the care they originally intended to seek. In June, only 76 of the 259 callers who reported that they

intended to go to the ER were ultimately advised to go there. In fact, over 47% (122) of those were advised to administer self-care instead of visit the ER.

By eliminating unnecessary visits to a health care provider, the HCIL and other demand-management activities (such as use of the Healthwise Handbook) help increase access to appointments. Each time a beneficiary is appropriately treated at the appropriate level of care, whether it be at home performing self care, or going to the ER, access to Primary Care appointments increases for those who truly need to be treated at that level of care. The FHFS statistics highlight another fact - use of the HCIL appears to be steadily declining from over 4,000 users in January to about 2,700 in June. Although there may be other factors such as summer rotations that contribute to this trend, the downward usage rate is still somewhat alarming. Consider whether you should do more in your area to make your beneficiaries aware of this important service. One way to do that is to encourage your Primary Care Managers to recommend that their patients use the HCIL and the Healthwise Handbook, when appropriate. ☺



### Introducing.... The Mental Health Consortium!

*"We are the professional leaders who address all Mental Health issues in Region 11."*

Such is the Vision Statement of one of the Region's newest teams. The TRICARE Northwest Region 11 Mental Health Consortium was chartered in response to growing awareness by the Lead Agency that coordinated, well-managed mental health care within Region 11 requires more focused attention than had been previously allocated. The Consortium is comprised of two mental health professionals from each of the five MTFs in Region 11, plus two representatives each from the US Coast Guard, Foundation Health PsychCare Services and the Lead Agent staff. This

dynamic and enthusiastic group has received outstanding Command support from all facilities. The inaugural meeting was held at Madigan Army Medical Center 28-29 January 1998, and the group has met four times since then. The Consortium will provide an update of its activities regularly in this newsletter, beginning with an overview of current and planned projects in the next issue. (Exciting things are happening in mental health ADS coding and data collection! Stay tuned!) [POC: Stephen C. Vance, M.D., LTC, MC, FS (253)968-2700; DSN 782-2700] ☺

## Calendar of Events

**26-28 August 98**  
**Contracting Officer (COTR)**  
**Surveillance Training**  
**Region 11 Office, MAMC, 8S**  
**Tacoma, WA**  
**POC: Rose Reeve 968-3433**

**1 September 98**  
**TRICARE Senior Prime**  
**Ribbon Cutting Ceremony**  
**Madigan Army Med. Ctr.**  
**POC: Michael Petty 968-3424**

**17 September 98**  
**0900-1300**  
**Stone Ed. Ctr, Ft. Lewis, WA**  
**Health Information Data Display**  
**(HIDD) Training**  
**POC: LTC Montano, 968-1556**

# TRICARE Northwest Staff Roster

STAFF MEMBER	PHONE (253) 968- Or DSN 782	POSITION
<b>Minnick, Kristine, CAPT, USN</b>	<b>3409</b>	<b>Director</b>
Kennedy, Carol	3409	Executive Secretary
Brammer, Shelby, COL, USA	3430	Medical Director
Campbell, Carol	0744	Breast Cancer Initiative
Vance, Stephen, LTC, USA	3422	Mental Health Medical Director
Petty, Michael	3424	Plans Officer/TRICARE Senior Prime
Meyer, Dennis	2552	Operations/Administrative Officer
Chavez, SSG, USA	3506	Administrative Support
Kester, Damon, CPL, USA	3506	Administrative Support
Williams, Russ, YNC, USN	3427	Chief, Admin Support
Williams, Harold HMC, USN	1563	Administrative Support
<b>Cargill, George, Col, USAF</b>	<b>3429</b>	<b>Chief, Healthcare Ops (HCO)/Deputy Dir.</b>
Simeone, Cheryl	3422	Secretary, Clinical Operations Division
Havard, MaryAnne, Maj, USAF	3347	Assistant Contracting Officer (ACOR)
Montano, Helena LTC, USA	1556	QM, Health Promotion
Voepel, Leo, LTC, USA	3408	Utilization Management
Wilhite, Mark, MAJ, USA	3405	Member Services (GSUs, TRAC, TSCs)
Barnet, Teresa, HMC, USN	3426	Sr. Enlisted Advisor, Claims issues
Doherty, Frank, III	3421	Designated Provider, Logistics, Pharmacy
Hober, Chris	2757	Marketing/Education
McKibbin, Kristin, LT, USN	3420	Managed Care Operations Issues
Prieur, Jan	1927	Credentialing/Risk Management
<b>Mustelier, Raul, LTC, USA</b>	<b>3288</b>	<b>Chief, Prgm Analysis &amp; Eval. Div. (PA&amp;E )</b>
Estes, Sofia	1990	Secretary ( PA&E ) Division
Meyer, Karl, LT, USCG	1558	Enrollment
Smith, Maggie	3431	Program Analyst
Smith, Rod	1539	Systems Analyst
Toland, Paul, LT, USN	1532	Management Analyst
Winter, Norman, Maj, USAF	1928	Information Management
<b>Fletcher, JoAnne</b>	<b>3425</b>	<b>Contracting Officer (Contract Svcs Div)</b>
Black, JoAnna	1542	Contract Administrator
Reeve, Rose	3433	Procurement Technician
Sewell, Kathy	3998	DCMC
Swiger, Deana	1546	Procurement Technician
<b>CEIS Contract Team (ICT)</b>		
Dowie, Alice	0424	CEIS Regional Instructor (RT)
Elshaw, John	2470	CEIS Data Analyst (Western Region)
Fitta, Mike	2902	CEIS System Administrator, (SA), SAIC
Gidney, Bruce	3406	CEIS Data base, Administrator (DBA)